POSITION: Youth Coach – Detour Braybrook
REPORTS TO: Team Leader- Detour Braybrook
LOCATED: Braybrook
DATE: October 2017

ORGANISATIONAL ENVIRONMENT

Melbourne City Mission is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a non-denominational organisation that provides assistance to thousands of Victorian people and communities experiencing disadvantage.

As a service provider Melbourne City Mission’s work is focussed on providing a hand up not a hand out, supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission’s service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

JOB CONTEXT

The Detour program is an Innovation Action Project program and homelessness early intervention program for young people aged 12-24 years, and their families or significant adults. The Detour program, delivered in partnership by Melbourne City Mission, Uniting and Kids Under Cover is an initiative under the Victoria Department of Health & Human Services. This initiative aims to address potential homelessness for young people by providing intensive wrap-around coaching support services and individualised intensive support packages. The support packages offered to young people include support for families aiming to improve the lives of individuals and the community as a whole.

JOB PURPOSE

Detour identifies and addresses the root-causes of homelessness risk factors for young people, going deeper than the presenting circumstances. Providing access to integrated services with individually tailored support packages, Detour actively diverts young people away from homelessness, fast-tracking them back into the community. Through Detour, a collaborative service network provides extended family, school and community support; replacing homelessness sector reliance with community connection.
JOB OBJECTIVES

Detour Objectives are:

1) To provide easy and early access to early intervention and prevention services,
2) To implement a new approach that helps young people develop the skills and resources they need to achieve their potential,
3) To ensure young people commit to an integrated plan that creates a pathway to successful independence, and
4) To connect young people to their families, community and the right support at the right time.

This Detour Youth Coach role will be based in the Braybrook Detour team to enable early detection of homeless or at risk young people. This position requires the Youth Coach to work in partnership with and outpost to community agencies (eg Headspace) and local schools as required. The Detour Youth Coach will be required to build strong relationships with partner agencies and the Detour teams in Sunshine and Shepparton.

The appointee will be expected to commit to the values of the partner organisations and abide by a Code of Conduct as outlined by the alliance partners. Melbourne City Mission, Uniting and Kids Under Cover value people who show initiative, are positive and enthusiastic, are creative and flexible, are co-operative and tolerant, are friendly, caring and respectful of others, relate well to people and enjoy their work.

The partner organisations are committed to Equal Employment Opportunity and Occupational Health and Safety and to Continuous Improvement and customer focussed quality service delivery.

Duties of this role may include but are not limited to the following:

1. Work with the Detour Team, partners and service providers to provide effective early intervention strategies for “at risk” young people and their families
2. Work collaboratively with welfare and teaching staff in local schools to identify and support at risk young people
3. Work collaboratively with community agencies staff in a partnership in the Braybrook area
4. Where possible support young people to return to their community of origin and family
5. Ensure each client is committed to their individual Detour Action Plan enabling each Detour client to:
   - Access appropriate, sustainable financial support
   - Engage with school, training or employment
   - Live in safe, secure and stable accommodation
   - Engage and connect with family, friends and, school and create positive community connections
   - Manage health issues and create a healthy lifestyle
   - Gain relevant life skills, resourcefulness and self belief
6. Provide comprehensive support for young people and their families, within the Detour framework
7. Maintain and develop effective partnerships with a wide breadth of services including specialist and mainstream services
8. Plan, deliver and co-facilitate group work initiatives
9. Support, develop and facilitate community development initiatives
11. Melbourne City Mission, location is Braybrook and other locations as required. Some overnight travel required for State wide Detour team meetings
### KEY RELATIONSHIPS

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<tr>
<th>Accountability</th>
<th>Employment of the Detour staff team is a partnership between Melbourne City Mission and Uniting.</th>
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| Internal Relationships | The appointee will be expected to commit to the values of the partner organisations. The appointee will also be expected to abide by a Code of Conduct as outlined by the alliance partners.  
Detour staff will have relationships with staff from a range of Melbourne City Mission program areas, dependant on the needs of the people they are supporting. Some examples may include:  
- Staff from Homelessness and Justice Division  
- Staff from Shared Services  
- All MCM internal program areas as required |
| External Relationships | Detour staff will actively liaise and network with a number of external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. (eg local schools, community agencies, DHHS, Headspace & DHHS Centrelink). |

### KEY SELECTION CRITERIA

**Qualifications / Experience**

1. Significant experience in working with and providing casework to young people and their families, particularly within the context of early intervention and youth homelessness.
2. Knowledge and experience with the youth homelessness sector and or mainstream services.
3. Demonstrated ability to work collaboratively across education and welfare sectors.
4. Extensive knowledge of casework principles.
5. Capacity to deliver group work initiatives.
6. Well-developed interpersonal, conflict resolution and negotiation skills.
7. Demonstrated ability to work within a small team.
8. An understanding of key issues as it relates to youth homelessness and family breakdown.
9. Knowledge and/or experience in Action Research and other related participatory engagement strategies.
10. Minimum Bachelor of Youth Work, Social Work, relevant and/or equivalent
11. Current Drivers Licence & Working with Children Check (Employment)
## MELBOURNE CITY MISSION CAPABILITIES

In addition to the Key Selection Criteria, applicants should be able to demonstrate the following attributes:

| Quality, safety and risk management are paramount | Play by the rules – you make no compromises when it comes to quality, safety and risk management. |
| Clients are at the centre of everything you do | You help clients reach their goals and get the best possible outcomes by working in partnership. You’re always on the lookout for opportunities for improvement. |
| You help make Melbourne City Mission a great place to work | You build and maintain relationships with all your colleagues and clients. You’re a team player; you actively participate in an encouraging and supportive work environment. |
| You achieve results | You’re focused on what you need to do and you deliver. |
| You raise the bar | You embrace a culture of learning, growth and development. |
| Communication is key | You’re clear, know your audience and use a variety of methods to share information. |

## TERMS AND CONDITIONS OF EMPLOYMENT

Appointment to this position is subject to the satisfactory completion of a National Police Check, International Police Check (if applicable), current Victorian Working with Children Check, current Victorian Driver’s License and the right to work in Australia.